

NOT FOR RESALE (NFR) CODE ORDERING AND FULFILLMENT FOR US

IBM Channel Partners who want to obtain copies of NFR Code should contact their IBM Personal Software Marketing Representative.

An IBM Personal software Marketing Representative must be authorized to use the NFR AEFORM by his/her area sales manager, regional channel sales manager, or BESTeam marketing manager (instructions on how to accomplish this are on page 2, Question #4). Once authorized, IBM Marketing Representatives can follow the procedures listed below to order and ship copies of NFR code to themselves or directly to IBM Channel Partners.

IBM Channel Marketing Representatives can also contact the SSSC for assistance with obtaining NFR code. In Canada, Channel Partners should contact your Product Supplier or your IBM Software Representative. **Availability of NFR code may have some restrictions in Canada.**

How To Access And Use The NFR ORDER FORM

To access the online Not For Resale Software ordering form, enter AEFORMS NFR at the command line of your OV/VM screen.

The form has three parts that you must complete:

1. Rep Identifying Information--If you are in CALLUP, some of this will be filled in by the system. Please indicate accurately your area or region if you are a direct rep or a channel rep.
2. Product Ordering and Ship-To screens--You can select from a list of products by entering the number of copies required on these screens. The product exception fields are provided to allow for the occasional request for products that are not part of the standard product list. You can ship the same order configuration to up to 3 different recipients.
3. Usage Information--You will be requested to indicate how you plan to use the software, any evaluation criteria, an in the case of customer sessions and business shows, the expected attendance.

This process supports PSM products only. You will not be able to order competitive products, or other vendor products that are not part of the PSM product portfolio. Do not enter requests for these products in the Product exception fields, because these requests will be rejected.

Volume quantities will be referred to NFR Process Owner for approval before processing. Orders can be shipped directly to our customers and dealers, or can be shipped to you for delivery to your customer.

Orders entered by the end of the business day are electronically transmitted and are filled and shipped within 1 BUSINESS DAY of receipt by the vendor. Shipment will be by the least cost carrier as determined by the vendor. Delivery will be 6-8 business days from the date of your entry of the order. For volume orders or products that are not part of the standard Not For Resale product list (product exception fields) this turnaround may be longer.

1. SPECIAL SHIPPING INSTRUCTIONS

You may request special shipping for your Not For Resale software order. You can now specify NEXT DAY AIR or 2ND DAY AIR. Normal shipping, via GROUND TRANSPORTATION, is still the default and the most cost effective delivery method.

The incremental cost of special shipping will be reflected as a charge against your department's fund allocation for Not For Resale software. We advise you to use this only when absolutely necessary. The cost difference is shown in the following example:

Product	Weight	UPS Ground	2nd Day Air	Next Day Air
OS/2 2.11	4 lb.	\$4.20 - \$5.36*	\$ 6.00	\$ 9.00
Lotus SmartSuite	8 lb.	\$4.37 - \$6.12*	\$11.00	\$14.00
LAN Server	13 lb.	\$4.82 - \$8.35*	\$13.00	\$18.00

*UPS Ground rates are based on zones. Costs quoted here are for highest priced zones.

The greater the weight of the order, the more significant the shipping cost differences become. This information is provided here and in the help screens on the NFR AEFORM to assist you in making your decision to request special shipping. In some cases, the shipping cost may even exceed the internal cost of the software.

SPECIAL SHIPPING FUNCTION OF THE NFR SYSTEM:

- All orders will be shipped UPS ground unless otherwise requested at the time the order is entered using the NFR AEFORM.
- The shipping method you select will be used for the entire order. If you select multiple products on the same order, all products will be sent via the same delivery method. You cannot designate special shipping on a part number or product basis.
- The shipping method you select will be used for all ship-to addresses. Thus, if you are shipping to multiple addresses, the method selected will be used for each address. You cannot specify one method for one address and another method for another address.
- Orders specifying expedited shipping (Next Day Air or 2nd Day Air) that are received by noon Eastern Time on a business day will be processed that day. Orders received after that time will be processed the next business day. No exceptions.

2. ORDER REVIEW

A summary of your NFR order enables you to quickly verify the accuracy of your order. It eliminates the requirement to page through multiple screens to insure that the desired products and quantities were ordered. This information is summarized on one screen for your review.

QUESTIONS AND ANSWERS ABOUT THE ORDERING PROCESS

Q1: *Can I call the 1-800-3IBM-OS2 line and order Not For Resale software?*

A1: No, orders for Not For Resale will not be accepted by the 1-800 number.

Q2: *Will my department be charged for this software?*

A2: An allocation has been set aside for each area and region. All expenses associated with your orders (shipping, software) will be applied against your area or region's allocation.

Q3: *What if the product I need is out of stock?*

A3: In out of stock situations, you will receive a back-order notification from the service machine. The vendor will ship those part numbers in your order that are available. Once the out of stock part number is again available, all users of the NFR system will receive a broadcast message from the service machine, and you can then re-order the part number.

Q4: *How does someone become an authorized user of the system?*

A4: The area sales manager, regional channel sales manager, or BESTeam manager sends a note to the administration service machine, ADMINFR at RHQVM02 requesting that the node and userID of the rep be added to the list for their area or region. Please see the NFR procedure guide for further details.

Q5: *What is the difference between demonstration software and Not For Resale software?*

A5: Demonstration software is not to be used for production work. It is to be used for customer evaluation, demonstrations, and in some cases, training. The recipient of demonstration software is not a licensed user of the actual product. Not For Resale software carries a program license with it, and represents significantly more expense to IBM. Please contact your area or regional management team if you need assistance regarding your planned usage of the software.